

How to Uninstall Manually and Upgrade the Cisco VPN Client 3.5 and Later for Windows 2000, Windows XP, Windows Vista and Windows 7

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Introduction

This document describes how to manually uninstall (InstallShield-based) and then upgrade the Cisco VPN Client version 3.5 and later for Windows 2000 and Windows XP.

Cisco recommends that you uninstall the Cisco VPN Client by using the InstallShield uninstall utility packaged with the client. This is available at **Start > Programs > Cisco Systems VPN Client > Uninstall VPN Client**. You can also use the add/remove utility available at **Start > Settings > Control Panel > Add/Remove Programs**.

If these uninstall applications fail, you might receive this error: 28005.

This is because the system assumes that the VPN client is still installed. Therefore, you can delete files and modify the Microsoft Windows registry in order to manually uninstall the application.

Note: The procedure described in this document requires modifications to the Microsoft Windows registry. Use extreme caution when you modify the registry. This manual uninstall procedure only applies to InstallShield-based installations. It **does not** apply to installations performed by the **Microsoft Windows Installer (MSI)** available for Windows NT, Windows 2000, and Windows XP. However, the MSI installation of the VPN Client can be removed from Add/Remove programs. If that does not work, then download the Windows Installer CleanUp Utility and uninstall the MSI installation of the VPN Client.

Note: This procedure also works on Cisco VPN Client installed on Windows 2003. On Windows 2003, VPN Client is supported from version 4.7 and later.

Download the Latest VPN Client

In order to download the latest VPN Client version, you **must** log in and possess a valid service contract in order to access the VPN Client software. VPN Client software can be downloaded from the Software Center (registered customers only) . **If you do not have a valid service contract associated with your Cisco.com profile, you cannot log in and download the VPN Client software.**

Complete these steps in order to obtain a valid service contract:

1. Contact your Cisco Account team if you have a Direct Purchase Agreement.
2. Contact a Cisco Partner or Reseller in order to purchase a service agreement.
3. Use the Profile Manager (registered customers only) in order to update your Cisco.com profile and request association to a service agreement.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco VPN Client version 3.5.2.

Note: These procedures are applicable for the Cisco VPN Client versions 3.x and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Manually Install/Uninstall the VPN Client for Windows Vista

You cannot use InstallShield to install/uninstall the VPN Client on a PC that runs Windows Vista. You must use the MSI installer if you are using Windows Vista, because Vista does not support installation using InstallShield.

Installing the VPN Client Software Using the MSI Installer:

If you are using the MSI installer, you must have Windows 2000, Windows XP, or any released version of Windows Vista. Installing with MSI also requires Administrator privileges.

When installing the Windows MSI installation package, the user must manually uninstall the previous VPN Client if it is earlier than Release 4.7. The Release 5.0 MSI installer does not detect earlier versions, and the installer attempts to install before aborting gracefully. Once a version 4.7 MSI package has been installed, future client versions can detect the existing release 5.0.x installation and automatically begin the uninstallation process.

Manually Uninstall the VPN Client (InstallShield)

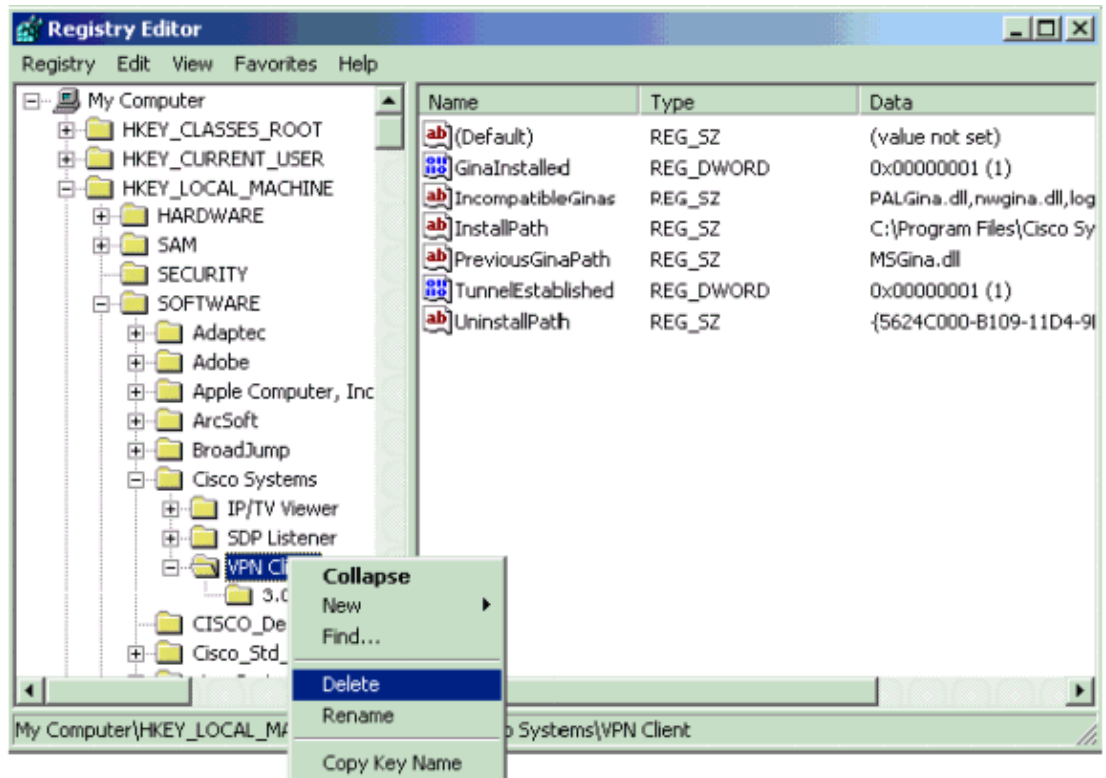
Complete these steps:

1. From your desktop, choose **Start > Run** and type **regedit**.

Note: Make sure that no anti-virus software or firewalls are enabled.

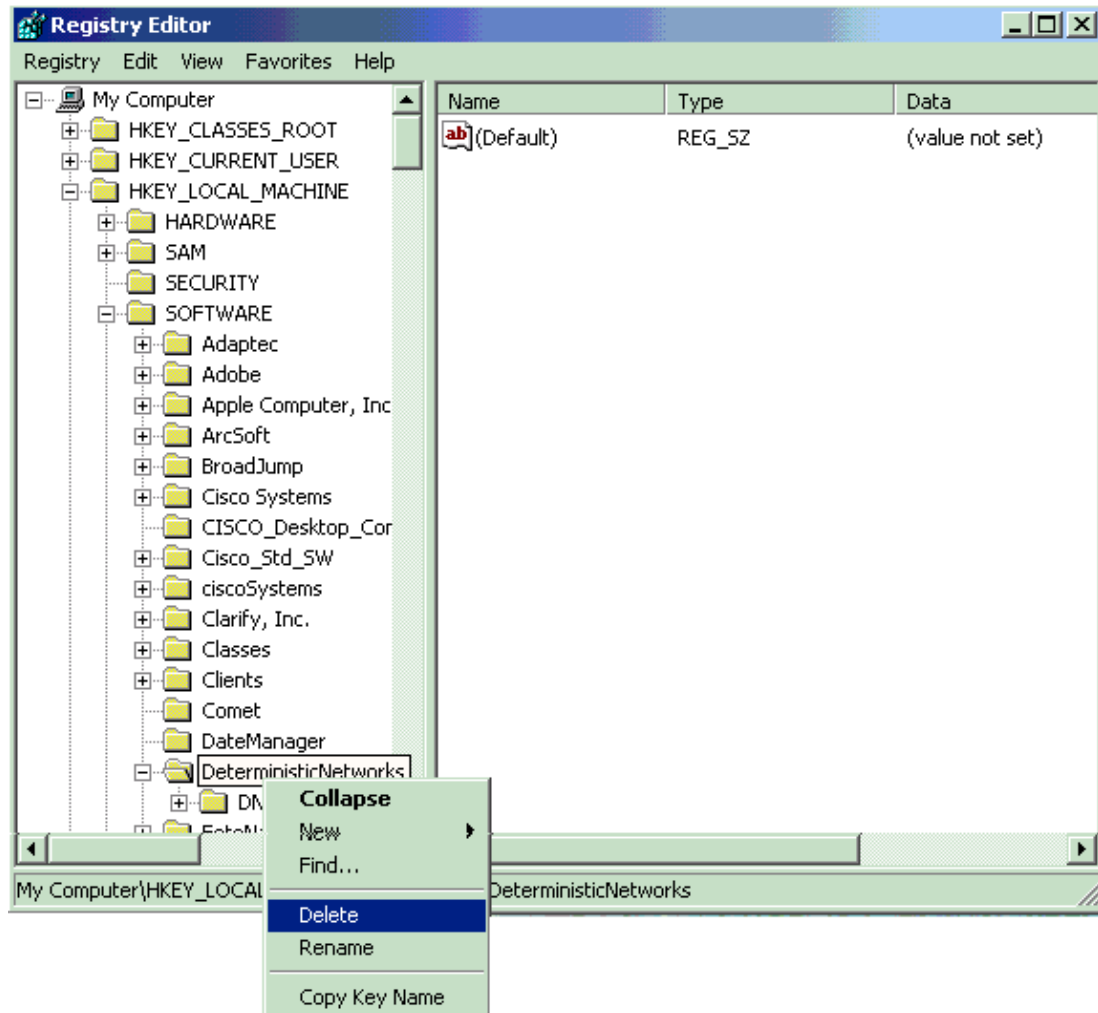
2. Remove the key at **HKEY_LOCAL_MACHINE > SOFTWARE > Cisco Systems > VPN Client**.

Note: The default location of all VPN Client registry values for Windows 7 on x64 (64-bit) is **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Cisco Systems\VPN Client**.

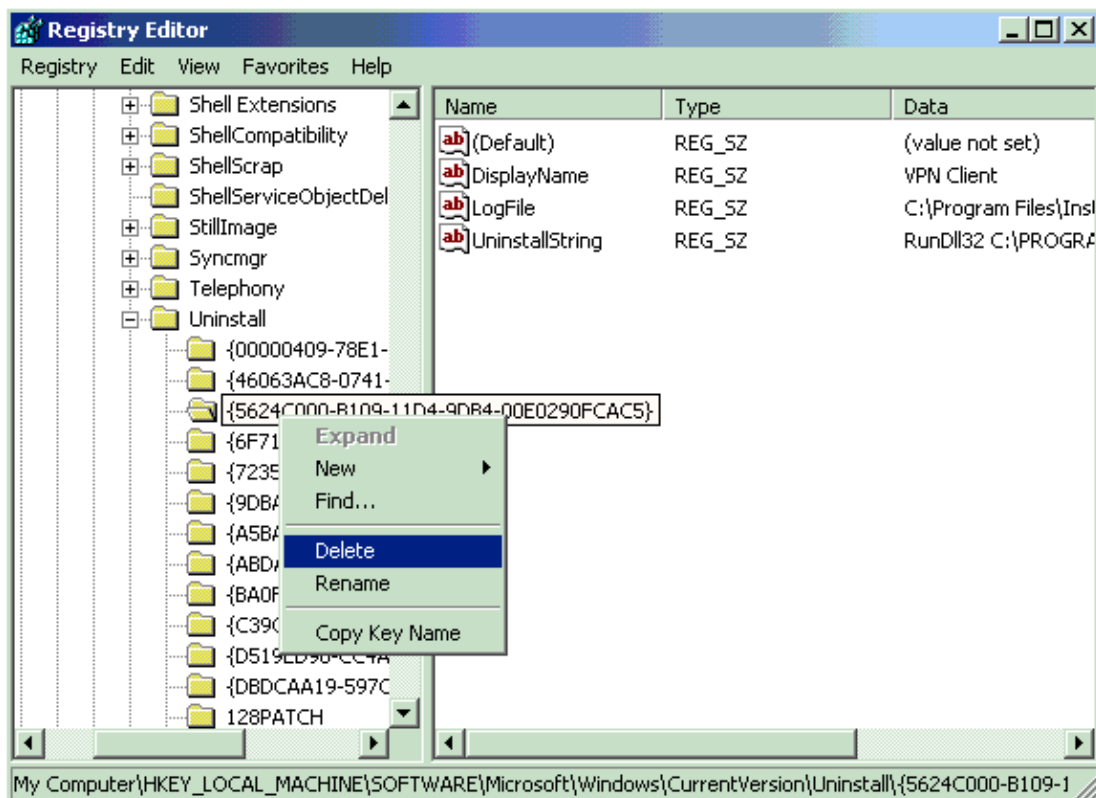


3. Remove the keys at **HKEY_LOCAL_MACHINE > SOFTWARE > Deterministic Networks**.

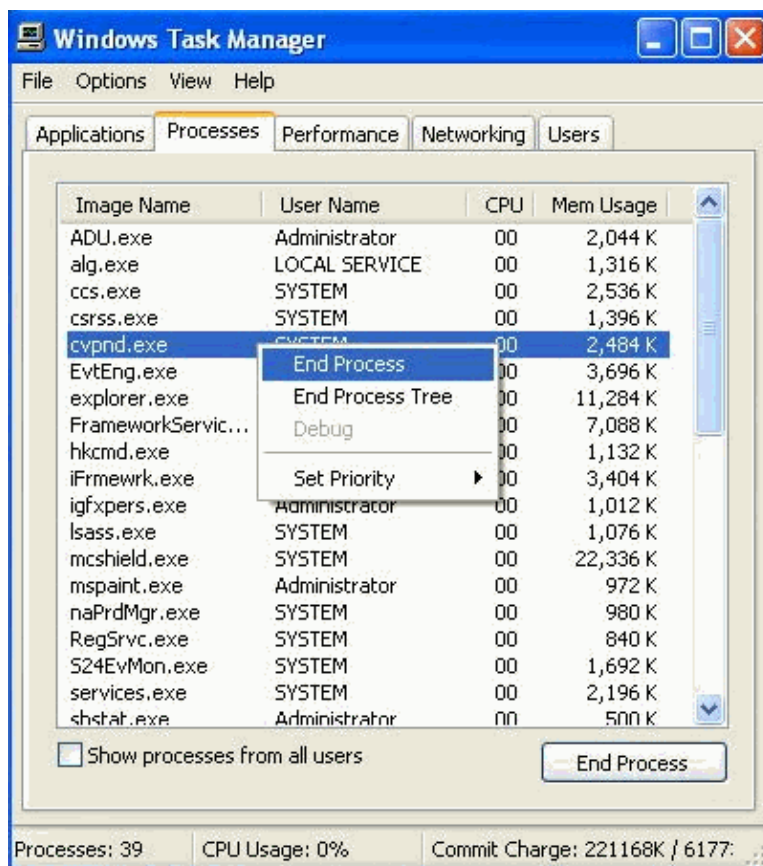
Note: Sometimes the system does not allow you to remove this key.



4. Remove the keys at **HKEY_LOCAL_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall > {5624c000-b109-11d4-9db4-00e0290fcac5}**.



5. Remove the keys at **HKEY_LOCAL_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > RunOnce > CISCOREBOOTFLAG**.
6. In order to stop the VPN daemon process, press **Ctrl+Alt+Del** and select **Task Manager**. Then, navigate to **cvpnd.exe**, right-click and choose **End Process**.



7. Delete these directories if the Cisco VPN Client is installed in the default directories of the Windows machine:

- ◆ C:\Program Files\Cisco Systems\VPN Client
 - ◆ C:\Program Files\Common Files\Deterministic Networks
8. Delete all the old Deterministic NDIS Extender (DNE) files:

- ◆ **dne2000.sys** from %SystemRoot%\system32\drivers
- ◆ **dne2000m.inf** and **dne2000m.pnf** from %SystemRoot%\inf
- ◆ The Original Equipment Manufacturer (OEM) enumerations of the **dne2000.inf** and **dne2000.pnf** files. The OEM enumeration .inf file is a file called **oem<some numeric value>.inf**. For example, files could be called oem2.inf and oem2.pnf.

Note: Be careful to remove only OEM files from the DNE.

Note: You might receive the Error 27850 Unable to manage network component. Operating system corruption may be preventing installation. error message, which can be resolved by deleting the DNE files as mentioned above. This error appears on Windows 7 also.

- ◆ **dneinobj.dll** from %SystemRoot%\system32. You might need to reboot before you can remove this file.
9. Delete the **cvpndrv.sys** or **cvpndrva.sys** file from %SystemRoot%\system32\drivers.
10. Reboot the machine and cancel the installation of network adapters.
11. Find the **CSGina.dll** file in the system32 folder and rename it **CSGina.old**.
12. Reboot the machine and install the latest version of the Cisco VPN Client.

Note: Even if a manual uninstall fails after you complete this procedure, remove the setup.exe file from the temp files directory because it can trigger setup to run again.

Complete these steps in order to remove Deterministic Network Enhancer:

1. Right-click **My Network Places** and choose **Properties**.
2. Right-click **Local Area Connection** and choose **Properties**.
3. Either uninstall or uncheck **Deterministic Network Enhancer**.

Upgrading the VPN Client (InstallShield)

An upgrade of the VPN Client software using this method retains existing connection entries and their parameters. Complete these steps in order to upgrade the VPN Client:

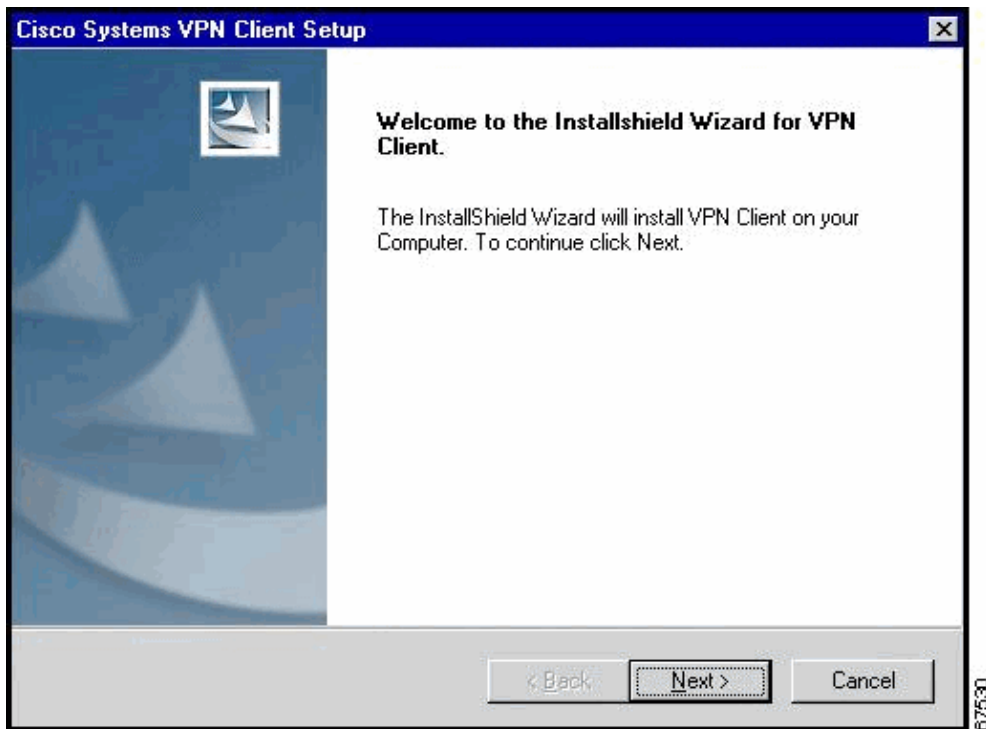
1. Exit all Windows programs and disable any Antivirus software.
2. Insert the Cisco Systems CD-ROM in your system's CD-ROM drive. Choose **Start > Run**.

The Run dialog box appears.

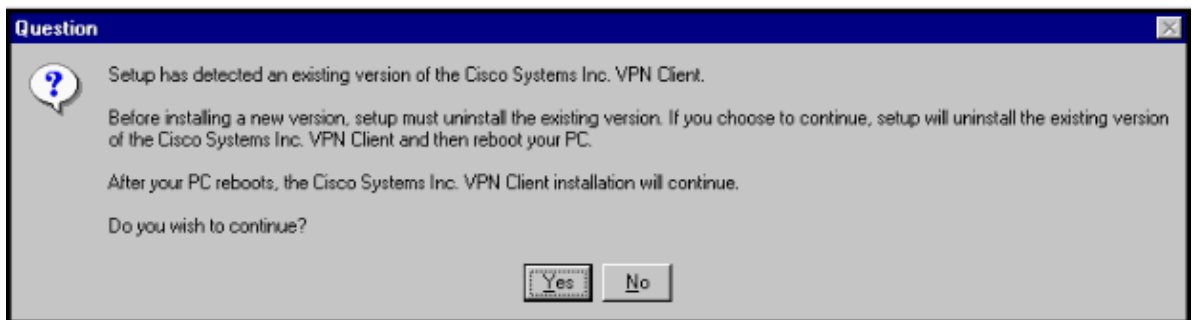
3. Enter **E:\VPN Client\CD-ROM\InstallShield\setup.exe**, where E: is your system's CD-ROM drive and click **OK**. If you have the installer on your local hard disk, navigate to it and double-click to run the installer.

The program displays the InstallShield Setup window.

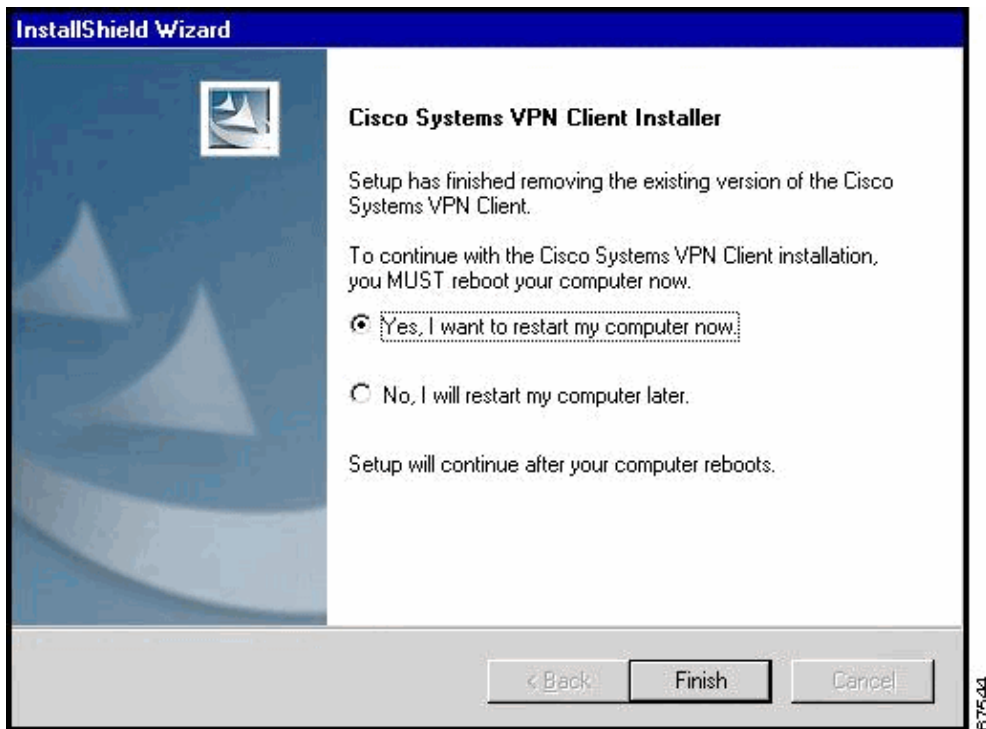
4. Click **Next**.



5. If the InstallShield Wizard identifies an existing version of the VPN Client, it displays a dialog box that asks if you want to uninstall the existing client program. In order to continue, click **Yes**.



6. The installation program removes the old version and asks you to confirm the system restart. In order to restart your system, click **Yes, I want to restart my computer now** (the default) and click **Finish**.



7. If there is an existing version of VPN Client and the InstallShield Wizard is unable to detect it, exit the installation program and complete the steps mentioned earlier in this document to manually uninstall the VPN Client.

Note: Uninstalling VPN Client manually deletes the existing connection entries and their parameters.

8. After your system reboots, the VPN Client Setup Wizard resumes the installation. If you have manually uninstalled the VPN Client, then navigate to the installation program and run it.
9. Complete the instructions on the screens in order to finish the installation. Restart your computer at the end of the setup in order to continue using the VPN Client.

Upgrading VPN Client (MSI)

An upgrade of the VPN Client software using MSI in this recommended method retains existing connection entries and their parameters. You must remove any version of the Cisco VPN Client or any other VPN Client before you upgrade the Cisco VPN Client with MSI.

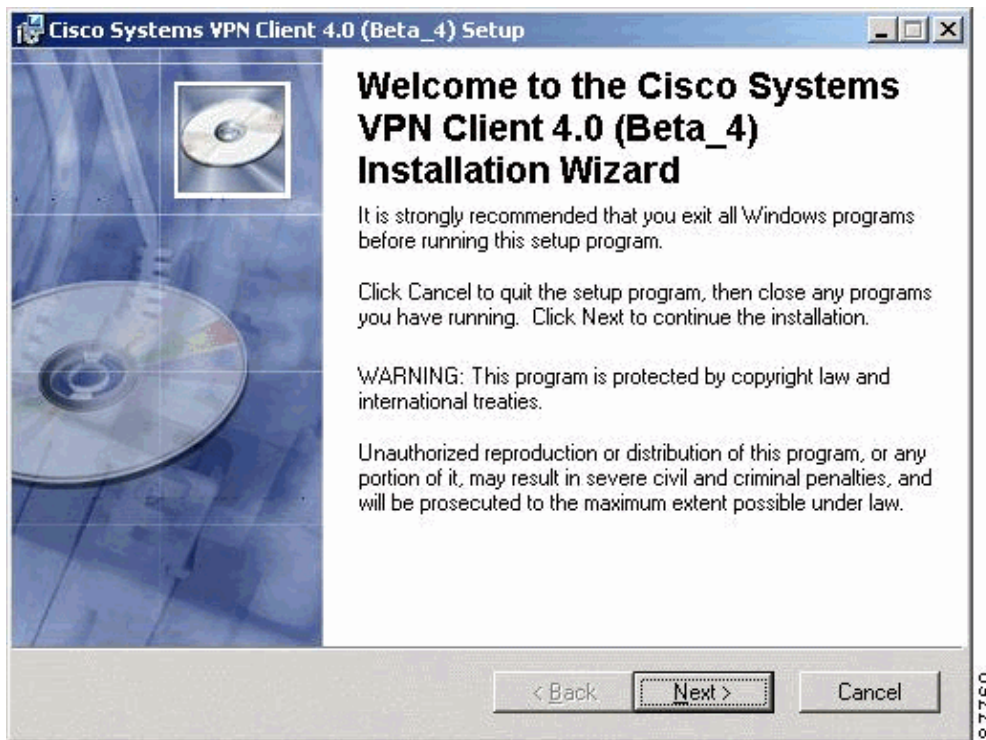
1. Remove any existing version of the Cisco VPN Client software through the Add/Remove Programs available from the Windows control panel. If there is no entry for Cisco VPN Client in Add/Remove Programs, then download the Windows Installer CleanUp Utility and uninstall the MSI installation of the VPN Client.
2. Exit all Windows programs and disable any Antivirus software.
3. Insert the Cisco Systems CD-ROM in your system's CD-ROM drive. Choose **Start > Run**.

The Run dialog box appears.

4. Enter **E:\VPN Client\CD-ROM\Msi\vpclient_en.exe**, where E: is your system's CD-ROM drive and click **OK**. If you have the installer on your local hard disk, navigate to it and double-click to run the installer.

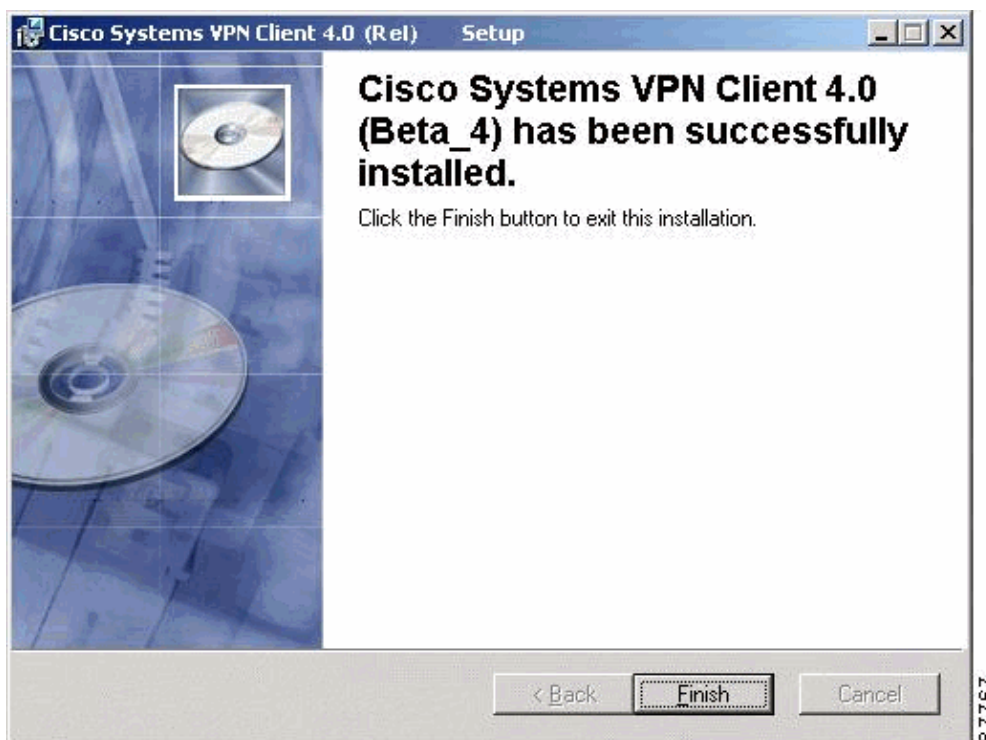
The program displays the Microsoft Installer Setup window.

5. Click **Next** in order to continue setup.



6. Complete the instructions on the dialog boxes.

When the installation has been completed, the installer displays the dialog box.



7. Click **Finish**.

The installer prompts you to restart your system.

8. Click **Yes** in order to restart your system.

Related Information

- [Cisco VPN Client FAQ](#)
 - [Managing the VPN Client – VPN Client Release 4.6](#)
 - [Managing the VPN Client – VPN Client Release 4.0](#)
 - [Cisco VPN Client Support Page](#)
 - [IPsec Negotiation/IKE Protocols Support Page](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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